TROUBLESHOOTING GUIDE

Use this document prior to contacting your IT Liaison

Last revised: 6/5/2017
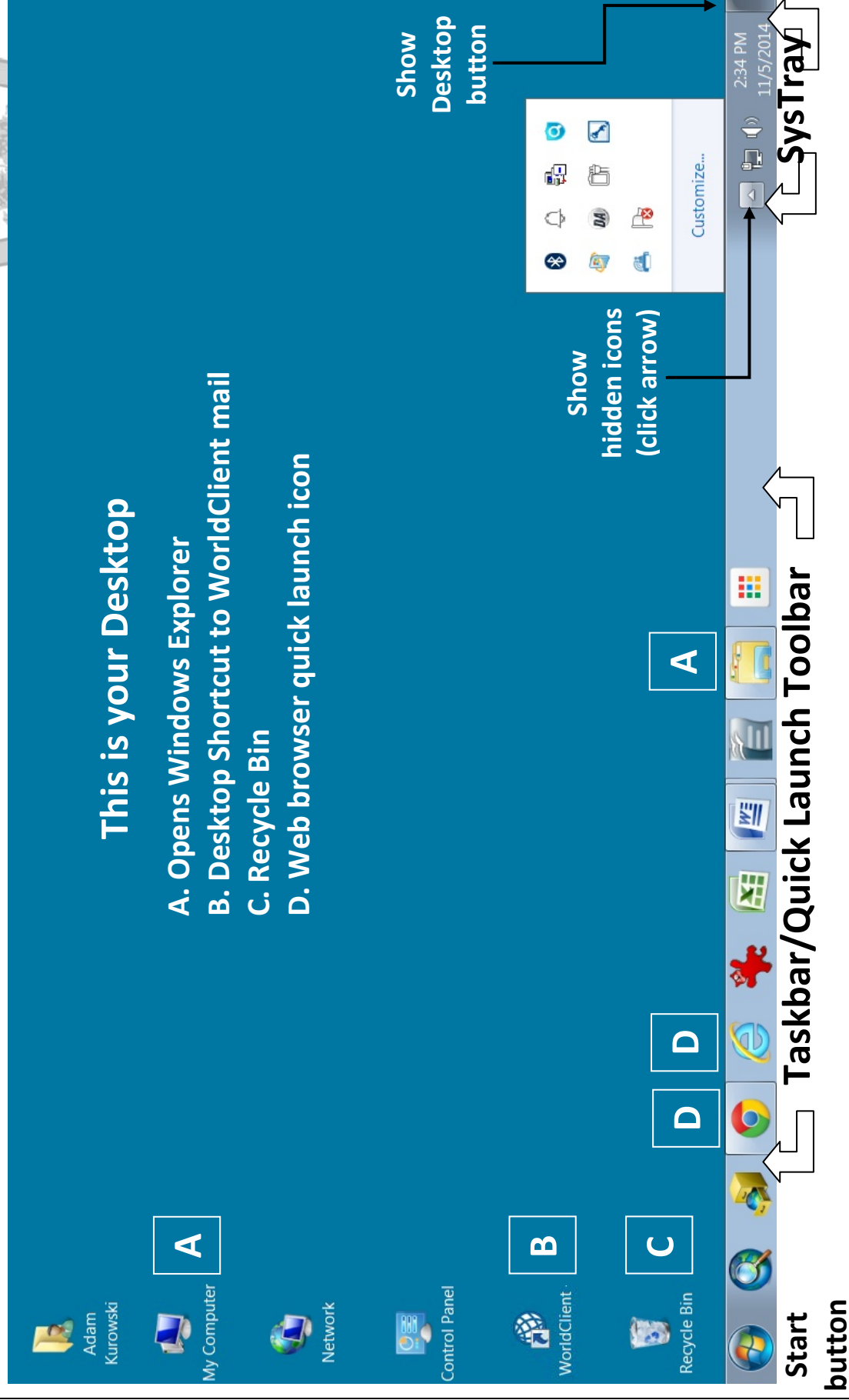
This is your Desktop

A. Opens Windows Explorer
B. Desktop Shortcut to WorldClient mail
C. Recycle Bin
D. Web browser quick launch icon

Adam Kurowski

My Computer — A

Network

Control Panel

WorldClient — B

Recycle Bin — C

Show Desktop button

Show hidden icons (click arrow)

Customize...

SysTray

Taskbar/Quick Launch Toolbar

A

D

D

Start button

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Introduction

There are many different things that could cause a problem with your computer. No matter what's causing the issue, troubleshooting will always be a process of trial and error. In some cases, you may need to use several different approaches before you can find a solution; other problems may be easy to fix. Don't panic when you have a problem with your computer, this guide is designed to show you some simple things to help solve many common problems. It is difficult to "break" a computer, so be curious and try different things in this guide. The Arlington IT Department is committed to helping you with your computer issues, but we need you to be the first responder to try and solve computer issues.

Computer Not Turning On

Gather Information
1. Identify which part the of the computer is not turning on; the computer or the monitor

Troubleshoot the Issue Yourself
1. Check to see if the power cable is plugged in
2. Check to see if power strip is turned on
3. Check to see if all cables are connected properly, including from the wall to the computer and the computer to the monitor

Tips and Tricks
1. Unplug the power cable and plug it into a different outlet, turn your computer on.
2. Unplug the power cable, wait 10 minutes, plug it back in, and then turn your computer on. This may reset the computer after a building wide power failure.
3. Check the connection cables between the computer and monitor and tighten the connection; sometimes they become loose.
4. If you are using a laptop with a base, release the laptop from the base and re-attach it.
5. The IT Liaison can assist you with testing the peripheral devices (monitor, keyboard, and mouse).

Can't Get to Folders on the Network, i.e. H-drive, S-drive

Gather Information
1. Identify which network drives are unavailable. An unavailable drive will have a red X next to it. Network drives are typically the H-drive (Home Directory) and the S-drive (your department's drive).
2. Find the Network Status icon on your SysTray; typically located in the lower right-hand corner of your desktop, near the clock. Hover your mouse over the icon or single left-click to learn more about your network connection.
3. Talk with your officemates to see if they are having the same problem. If they are, then the problem is most likely building wide or town wide. If the problem seems building or townwide, contact your IT Liaison, who will assess and communicate appropriately with the IT Department and the rest of the office or building.

Troubleshoot the Issue Yourself
1. Check to see if your network cable/ethernet cable is plugged in to the computer and the wall socket.
   a. This cable can be colored yellow, blue, red, green, or gray.
2. Check to see if you can access your work email or any website. If you can, then the problem may be local to your machine.
3. Restart your computer and see if that fixes the problem.

Tips and Tricks
1. Typically, if you can't get to your folders on the network, other staff members can't either. Asking your officemates could quickly identify if the problem is local to your computer or widespread. If widespread, the IT staff need to fix the problem in the server room at the High School and not at your computer. The information you gather can be very helpful for them to start troubleshooting.

Unavailable Drives in Windows Explorer
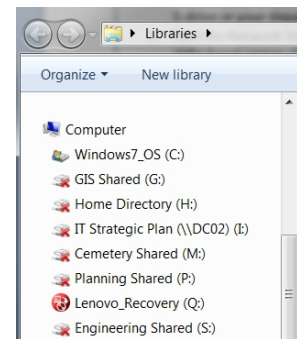
Network Status Icon on the SysTray


Can't Find Files on the Computer

Gather Information
1. Identify if the file is missing.
2. Identify if the file was previously saved and the last known location the file was saved.
3. Identify the last known name of the file.
4. Identify if the file isn't opening properly. This is a different issue than a missing file.

Troubleshoot the Issue Yourself
1. Check to see if the file is in your Recycle Bin on your desktop.
   a. A file will not be in the Recycle Bin if it was deleted from a network drive, i.e. H-drive, S-drive.
2. Open Windows Explorer to look for your file
   a. Windows Explorer can be opened in many ways; see Opening Windows Explorer graphic
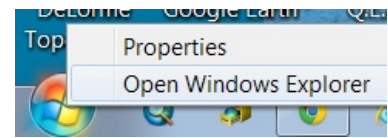
Recycle Bin icons
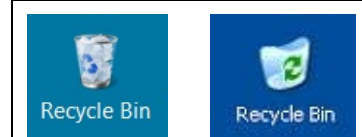
	b. Once Windows Explorer is open, navigate to the last known folder location of the file. Look for the last known file name in that folder.
	    i. Sorting the files by Name or Date can be helpful.
	c. If still not found, conduct a file search in Windows Explorer using a keyword from the last known file name.
	    i. See **Searching for files in Windows Explorer** graphic
	    ii. File name was "Staff Troubleshooting Guide," my keyword search would use just the word "troubleshooting," so the search is broader.
		Opening Windows Explorer

Opening Windows Explorer

Right-click Start Menu

Double-click My Computer

Open a Windows Explorer folder

Tips and Tricks

1. If a file was on a network drive, i.e. H-drive or S-drive, and was deleted, it will not be in your Recycle Bin. You will need to submit an IT Help Desk ticket to "restore" the missing file. The ticket should include the file name, last known file location or folder, and the date you last edited the file.
2. If a file was on your desktop, C-drive, My Documents, or Libraries folder, the file may be in your Recycle Bin. Look there, right-click the file, then click Restore to return it to its last known location.
3. Don't save files to your desktop. Too many files on your desktop will slow down your computer and the files won't be backed up on the server. Creating desktop shortcuts to files is a good alternative, work with your IT Liaison for assistance.
4. Your Recent Places or Recent Files folder is not a file storage location. All it does is point to files elsewhere. It is best to learn where the files are stored as opposed to relying on the Recent files.
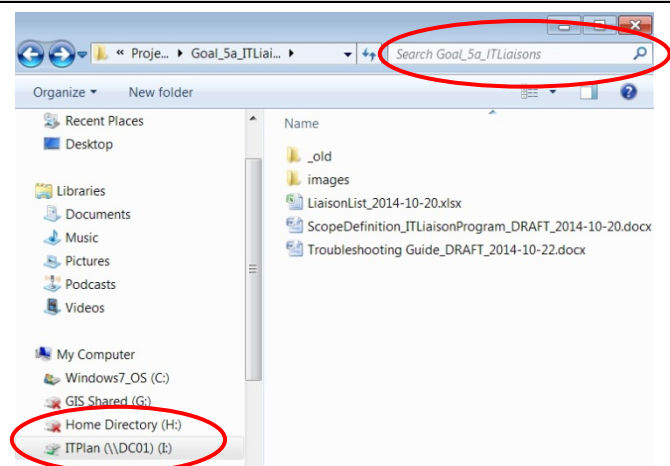
Searching for files in Windows Explorer	
Click the Search button to launch the Search tool, then type a keyword(s) in the top Search box	Choose a folder location, then type a keyword(s) in the Search toolbar
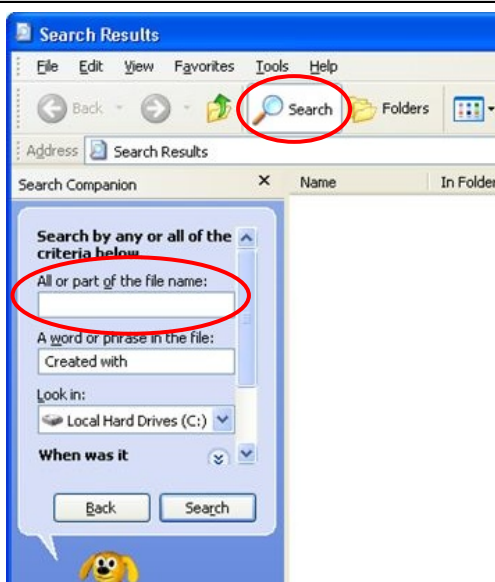
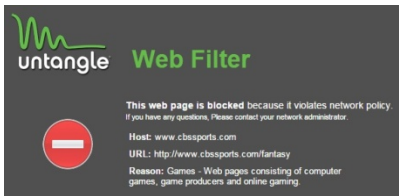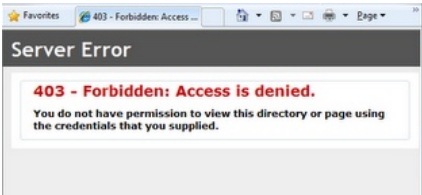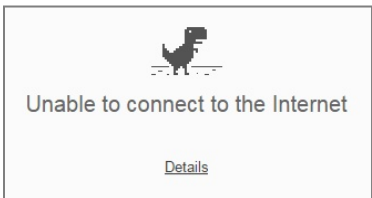| **Internet Not Working**	

<u>Gather Information</u>
 	
1. Identify the difference between being unable to get to one specific webpage versus being unable to get to any or all webpages.
    a. If you are unable to get to any one specific webpage, write down its URL, i.e. www.arlingtonma.gov.
2. Identify how you usually get to that webpage or any webpage.
    a. Do you click on an icon on your desktop?
    b. Do you click on an icon on your Start Menu taskbar?
    c. Do you click on a bookmark once you open a web browser, i.e. Internet Explorer, Chrome, Firefox?
    d. Do you click on a link in an email?
3. If you said yes to any items in #3, does that item you click on still exist or is it gone? Knowing the difference will greatly help troubleshooting.
 	
<u>Troubleshoot the Issue Yourself</u>
Accessing the Internet
1. Open a web browser to access the internet which is located your desktop, Start Menu taskbar, or in the Start Menu
    a. A web browser is the software used to view webpages. You may have one or multiple web browsers including those in the Internet Browser icons graphic
2. Check to see if you can get to the Arlington homepage, www.arlingtonma.gov.
    a. If you can, your internet does work; your problem may relate to the next section in the guide.
    b. Try typing your desired URL in the address bar where www.arlingtonma.gov is.
    c. Try doing an internet keyword search, i.e. Google search, for your desired webpage.
3. Check to see if the icon you usually click is in your Recycling/Trash Bin on your desktop. If it is, right-click it and click Restore. This will Restore the icon to its last known location.
 	
<u>Tips and Tricks</u>
1. It is important to know if your (see Trips and Tricks, 1a) internet connection is malfunctioning, which most likely will require IT Staff fixing a larger problem versus the shortcut icon you usually click being no longer available, which is usually just requires finding or fixing that shortcut icon on your computer.
    a. See **Webpage Not Properly Loading or There is an Error Message** and report findings to IT Liaison.
	<table><tr><td colspan="2">Start Menu buttons</td></tr><tr><td colspan="2">Windows XP</td></tr><tr><td colspan="2"></td></tr><tr><td colspan="2">Windows 7</td></tr><tr><td colspan="2"></td></tr></table>
	
	<table><tr><td colspan="2">Internet Browser icons</td></tr><tr><td>Internet Explorer</td><td>Google Chrome</td></tr><tr><td></td><td></td></tr><tr><td>FireFox</td><td>Safari</td></tr><tr><td></td><td></td></tr></table>

Webpage Not Properly Loading or There is an Error Message

1. Check to see what type of error message you are getting.

Error Message	Meaning	What to do
untangle **Web Filter** — This web page is blocked because it violates network policy. If you have any questions, Please contact your network administrator. Host: www.cbssports.com URL: http://www.cbssports.com/fantasy Reason: Games - Web pages consisting of computer games, game producers and online gaming.	This webpage and others like it are blocked on purpose because it may have questionable content.	If you must have access to this webpage for work purposes, submit an IT Help Desk ticket.
Favorites — 403 - Forbidden: Access … — **Server Error** — **403 - Forbidden: Access is denied.** You do not have permission to view this directory or page using the credentials that you supplied.	This webpage is either being blocked on purpose or the website is down on the website owner's side.	Contact the vendor website owner to see if their site is down.
Unable to connect to the Internet — Details	The network connection from your computer to the internet is malfunctioning.	Troubleshoot using this guide. Check network status and all cable connections.
The page cannot be found — The page you are looking for might have been removed, had its name changed, or is temporarily unavailable.	The network connection from your computer to the internet is malfunctioning.	Troubleshoot using this guide. Check network status and all cable connections.

Printer not working

Gather Information
1. Identify the printer status by hovering over the Printer notification icon on the SysTray; typically located in the lower right-hand corner of your desktop, near the clock.
2. Identify if the printer is connected directly to your computer or networked for the office.
3. Identify if the problem is a paper jam.

Troubleshoot the Issue Yourself
1. On the printer, check the error message(s) on the screen.
   a. Typically an error message is related to a paper jam, out of ink or toner, or needing to choose a paper size, if so, follow the instructions on the screen for assistance.
2. Check to see if the print has paper. Some printers have multiple paper drawers, so check each one.
3. Check to see if there is a paper jam. Typically a paper jam will be announced as an error on the printer's screen.
4. On your computer, check the printer queue by double-clicking the Printer notification icon SysTray; typically located in the lower right-hand corner of your desktop, near the clock. See **Finding the Printer Notification icon, opening the print queue, and finding the printer name.**
   a. Once the print queue is open, you should see a list of print jobs including your own.
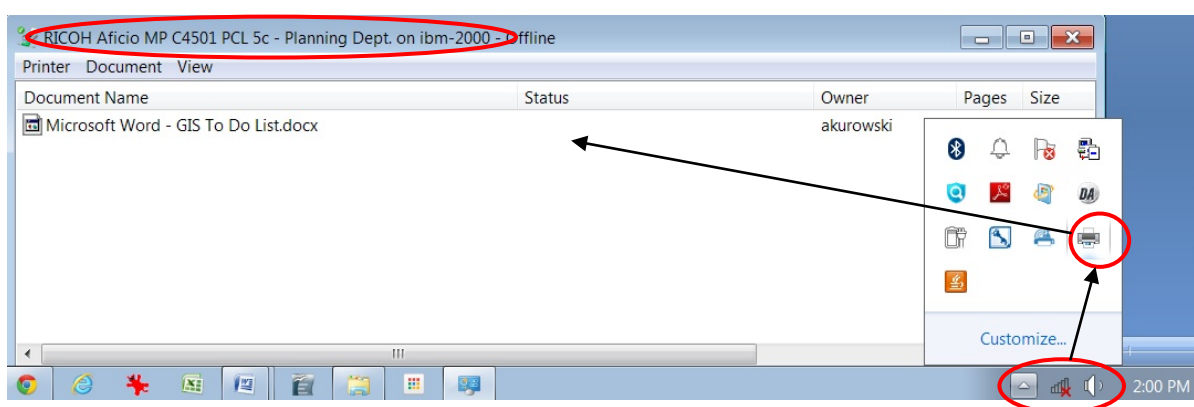   b. If your print job is at the top and not printing, right-click it and click Cancel to remove it. It may

take a minute or so for this item to be cancelled, so be patient. Once cancelled, try printing again.

    c. If someone else's print job is above yours and has an error, ask that person to Cancel their print job. You cannot cancel someone else's print job.

    d. If the print queue cannot be cleared by Canceling certain print jobs, submit an IT Help Desk ticket requesting the printer queue be cleared. Please include the printer name, which is at the top of the print queue.

<u>Tips and Tricks</u>

1. When you get an error message, write it down or take a screen shot. Use this information with your IT Liaison and add this information to your IT Help Desk request.
2. Reviewing the screen on the printer is always a good first step as it can help identify the problem and it may also provide steps on how to fix the problem.
3. Talk to your officemates about the printer problem, it is likely that someone in the office has encountered the same problem in the past.
4. Networked printer issues may be a result of larger issues and may require a call to third-party technical support. In this case, look for a phone number on the printer or contact your IT Liaison and they will provide you with an appropriate phone number.
5. If a printer is misprinting or printing something that just doesn't look right, push the Cancel or a button with an X directly on the printer. This will cancel the print job. You can also locate the printer through your computer using the image below, right-click the document in the list and Cancel. The printer may be having an ink, toner, or printhead issue.

Finding the Printer Notification icon, opening the print queue, and finding the printer name

Last updated: 6/5/2017